**Prtima Rani Bhanja** Email id [– devineworld99@gmail.com](mailto:–%20devineworld99@gmail.com)

Mob-9999339829

**Career Objective** –To be associated with an esteemed organization where I can render my level of best services with creativity and attire high goals and target of the organization within stipulated time.

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| **TECHNICAL PROFICIENCY** | |
| Office Suite Tools | MS Office (200,2003,2007), Windows (XP, Vista, and 7) |
| GNIIT | Infoedge ( Advance Basic),HTML, c++,C#, asp.net, sql Server(2005) |

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| **ACADEMIC QUALIFICATION** | | |
| **Course/degree** | **Institution/Board** | **Year of completion** |
| MBA (Marketing) | Sikkim Manipal University | 2015 |
| Bachelor of Arts | Delhi University | 2011 |
| Class 12th | C.B.S.E | 2008 |
| Class 10th | C.B.S.E | 2006 |

**Experience –**

1. **M/S. Sneha Marbels**  (Handling Back office, Post Sales and Customer relationship ) Own Registered Family Business From Dec 2018 To Till date.
2. **Global Excellence group (New delhi**) From 24th April 2014 to April 2016 as *Senior Executive Client Relationship Management.*

**Job Profile –**

* Handling all issues and queries of customers through mails, phones , letters and face to face interaction, assuring client satisfaction, verifying understating of request, answering questions, Coordinating with concerned dept/Branches/Team & Client Till query get resolved, maintaining MIS of it on regular basis.
* Handling Payment Recoveries/Collection For PAN India clients & Maintaining MIS & Track Of it. Preparing NDC and Balance Confirmation letters of Clients.
* Handling and Tracking PAN India Agreement & Purchase Orders, Handling Documentation formalities related to it & Maintaining MIS on regular basis.
* Going for Surveys At client Sites And attending Face to Face meeting with them for service related, commercial & Operational Issue.
* Handling Vendor Registration forms and related formalities (Filling Online Portals, Bank Verification details, Training Portal, Code or f Conduct, Vendor Survey Form, declaration Forms etc.
* Handling Documentation Formalities with legal dept. for VAT/TIN Registration.
* Handling Documentation formalities for Tenders and online bidding.
* Managing Customer Service Operations and ensuring Customer Satisfaction by achieving delivery and service quality norms.

1. **Worked in Krish Infrastructure Private Limited, Gurgaon. (Real estate)**- As a *Customer Relationship Executive* From 1st May 2013 to Feb 14.

**Job Profile**

* Handling all issues and Queries of Customers through phone , mail, letters and face to face interaction.
* Providing information to customers by verifying understating of requests; answering questions offering assistance.
* Coordination between concerned departments for resolving queries of clients.
* Maintaining MIS on regular basis.
* Regular follow ups regarding payment recoveries, queries, issues and operations with concerned team, customers and brokers up to possible resolution and customers satisfaction.
* Communicate information to customer regarding their schedule of payments.
* Managing customer service Operations and ensuring customer satisfaction by achieving delivery and service quality norms.

1. **Worked in Falcon Reality Services Pvt Ltd , New Delhi.** (Real Estate) As a ***CRM executive*** From March 12 to April 2013

**Job Profile**

* **Ha**ndling all issues and queries of customers through phone , mails and letters.
* Responsible for all post sales activities and back end operations of all the projects including welcome call letters and mail, booking logins, letter of allotment, execution of agreement, transfers, refunds, cancellations, recovery and collections, final demand notice and offer of possession, Maintaining all MIS records on regular basis etc. Managing Customer service operations and ensuring customer satisfaction by achieving delivery and service quality norms.

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| **PERSONAL DETAILS** | |
| Date of Birth | 29-Jan-1990 |
| Permanent Address | c/o Santosh Kumar Bhanja, Vill -Nandika, P.O - Jaleswar, Dist- balasore , Odisha -756032 |
| Sex | Female |
| Marital Status | Married |
| Language Known | Hindi, English , Oriya |
| Hobbies | Painting, singing, cooking, Traveling, reading books, |

**Declaration**

I do hereby declare that the statements made in this document are true to the best of my Knowledge and belief.

**Prtima Rani Bhanja**

**Date:**

**Place:**